Questions 165-167 refer to the following letter.

In-Shape Fitness Center
1450 Lexington Parkway
Tucson, Arizona 85701

A Fitness and Weight Loss Center designed for Women

December 14
Ms. Heather Blankenship
704 Weldon Drive
Tucson, Arizona 85708
Dear Ms. Blankenship,

I enjoyed speaking with you about a fitness instructor position at In-Shape Fitness Center. I would like to offer you a full-time position beginning in March. Currently, we offer aerobics, yoga, and cycling classes. Since your specialty is pilates, we want to feature some new pilates classes taught by you in the spring.
I would also like to see if you would be interested in substitute-teaching in the meantime to fill in for our yoga instructor who is scheduled to be on vacation in February. This will help you familiarize yourself with our facility before your classes begin in March.
I am looking forward to working with you. We feel that your teaching experience will be a valuable addition to our center. Please contact me at 387-423-7769 by the end of January so that we can set up a time to finalize your paperwork and make your spring class schedule.

Sincerely,
Julie Hawthorne
Julie Hawthorne
Director

165. What is the purpose of the letter?
(A) To make an offer of employment
(B) To announce the opening of a new gym
(C) To schedule a job interview
(D) To advertise fitness classes

166. According to the letter, what is true about Ms. Blankenship?
(A) She has experience teaching fitness classes
(B) She is a cyclist
(C) She is currently a substitute teacher.
(D) She will be on vacation in February.

167. What fitness classes are not currently offered at In-Shape Fitness Center?
(A) Yoga
(B) Pilates
(C) Cycling
(D) Aerobics

Questions 176-180 refer to the following letter.

Costen Floors, Inc
February 11

Dear Ms. Rodriguez,
I am writing to inform all our valued customers about some exciting news at Costen Floors, Inc., your premier flooring store. Next month, we will be relocating our Seven Springs store to a larger space in nearby Hanover, at 508 Idlewood Road. We have posted directions to our new location on our website at www.costenfloors.com. The move will allow us to carry more products and keep our prices low since we will be closer to our suppliers. We look forward to seeing you again at our new Hanover location soon.
As aforementioned, we will be adding some new flooring products to our inventory. Beginning in April, we will stock some exotic hardwood flooring, including Brazilian Cherry, Australian Cypress, and American Walnut. We will also be increasing the size of our staff to better serve you. To celebrate the grand opening of our new location, all vinyl and tile flooring purchased during the month of April will be 10% off.
We hope you will keep Costen Floors in mind for all of your flooring needs. Don't forget, we also offer installation for all of our products.

Sincerely,
Winston Reed
Winston Reed
Manager, Costen Floors

176. What is the purpose of the letter?
(A) To promote a new business
(B) To conduct a survey
(C) To encourage online purchases
(D) To provide information on improvements

177. What is implied about Ms. Rodriguez?
(A) She lives in Seven Springs.
(B) She has purchased flooring before.
(C) She works in the flooring business.
(D) She prefers imported flooring.

178. Why does the letter invite Ms. Rodriguez to visit the Costen Floors website?
(A) To register as a valued customer
(B) To see a list of sale items
(C) To get directions to a store
(D) To learn about imported wood

179. What does the letter say about the Hanover location?
(A) It is closer to Costen Floors' suppliers.
(B) It opened in February.
(C) It is a brand new building.
(D) It has no other flooring stores nearby.

180. According to the letter, what is NOT going to happen at Costen Floors in April?
(A) More employees will be in the store.
(B) Some flooring materials will go on sale.
(C) New flooring products will be available.
(D) Prices for exotic flooring will be discounted.

Questions 169-172 refer to the following letter.

Dear Mr. Sanchez,

In our meeting last week with you and your fiancée, you expressed an interest in reserving our largest banquet hall for your wedding reception on August 18. At the time, I made a tentative reservation and sent a contract to you. I requested that the contract be signed and returned to my attention within ten business days. As of this morning, I have not yet received the executed contract.

I need to know if you still intend to make use of our facilities as soon as possible. If not, we have another couple that is interested in the same banquet hall and is prepared to make a deposit. If I do not hear from you within the next 48 hours, I'm going to assume that you're no longer interested and will cancel the reservation. If you want to keep the reservation, please contact me as soon as possible. Should you no longer have the original contract, I would be more than happy to send you another copy. I look forward to your response.

Sheila Brown
Event Coordinator

169. Why is this e-mail written?
(A) To invite a friend to a wedding
(B) To apologize for a clerical mistake
(C) To request a response from a customer
(D) To complain about poor service

170. What does the e-mail suggest about Ms. Brown?
(A) She has cancelled a reservation.
(B) She is getting married.
(C) She has spoken to Mr. Sanchez previously.
(D) She forgot to send the contract.

171. The word "intend" in paragraph 2, line 1 is closest in meaning to,
(A) finish
(B) plan
(C) reserve
(D) communicate

172. What is Mr. Sanchez asked to do?
(A) Contact Ms. Brown
(B) Send the deposit money
(C) Make a new reservation
(D) Choose a different date

Questions 176-180 refer to the following letter.

Mr. Matthew Mitchell
415 Ludwig Rd.
Charlotte, NC 65820

Dear Mr. Mitchell:

I am pleased to confirm your promotion to Vice President of Operations for Truliant, Incorporated. As you know, accepting this position requires you to relocate to our Orlando, Florida headquarters. You will report directly to James Wells, President of Operations. He is very excited for you to join his management team on July 1st.

As we discussed, your salary increase will take effect beginning with your July 30 paycheck. All of your other benefits and stock options will remain unchanged. We will put you in touch with our relocation specialist to help you find a new home for your family in the Orlando area. In the meantime, the company will cover the cost for you to stay at a nearby hotel.

Once you have purchased a new home in Orlando, the company will pay for the cost of a moving company to move all of your belongings from Charlotte to Orlando. Keep in mind that you will be responsible for taking care of personal matters such as changing your mailing address, obtaining a Florida driver's license, and registering your children for school. The new school year begins on September 3rd.

Your administrative contact is Heather Mason. She will be happy to help you in any way she can. If you have questions before your arrival in Orlando, please contact her at hmason@truliant.com. However, please note that Heather will be out of the office from June 3rd-June 7th.

I look forward to seeing you in person on your first day here.

Sincerely
Travis McIntyre
Director of Human Resources

176. What is suggested about Truliant, Incorporated?
(A) It is closing its Charlotte office.
(B) It plans to open an office in Orlando.
(C) It is a relocation company.
(D) Its head office is in Orlando.

177. When will Mr. Mitchell most likely meet Mr. McIntyre?
(A) On June 3rd
(B) On June 7th
(C) On July 1st
(D) On September 3rd

178. What will the company assist Mr. Mitchell with?
(A) Finding a place to live
(B) Purchasing a car
(C) Locating a school
(D) Getting a driver's license

179. What is Mr. Mitchell instructed to do if he has questions before arriving in Orlando?
(A) Check the company's website
(B) E-mail Heather Mason
(C) Speak to a real estate agent
(D) Call James Wells

180. The word "cover" in paragraph 2, line 4 is closest in meaning to
(A) pay
(B) protect
(C) appear
(D) collect

Questions 155–156 refer to the following e-mail.

To: All employees
From: Sarah McCaffrey <smccaffrey@infosearch.ca>
Date: Wednesday 29 November
Subject: Recognition Banquet
It's the event you've all been waiting for. It's time for Info Search's annual employee banquet. Come and join us on December 28th for a night of great food, our yearly awards and even some live music by jazz musicians. This is a wonderful opportunity for all of our employees to have some fun and be recognized for their accomplishments this year. All pertinent information can be found below. Please RSVP to Sarah McCaffrey by next Friday at <smccaffrey@infosearch.ca> if you plan to attend.

Date: Thursday, December 28
Time: 18:00-23:00
Place: Ambassador Hotel
Banquet Hall (Second Floor)

155. According to the e-mail, why is the company holding the event?
(A) To promote a new product
(B) To recognize the achievements of employees
(C) To improve relationships with clients
(D) To set goals for the upcoming year

156. What will the event feature?
(A) Live music
(B) Dancing
(C) Cash prizes
(D) Sales presentations

Questions 159-161 refer to the following letter.

To: Felicia Thomas <feliciath@globe.com>
From: Joe Amici <jamici@amicis.com>
Date: June 3
Subject: June 24 Party

Dear Ms. Thomas:

I am writing to confirm the order you faxed over on June 1 for your dinner party. The order indicates that you would like our lasagna and salad combination for 10 people. You also inquired about a vegetarian option. Each lasagna tray serves approximately 5 people, so I suggest you order one meat and one vegetarian.

I would also like to offer you our cheesecake dessert package for only an additional thirty dollars. It is a great way to finish off a dinner party.

Please let me know the final details of your order by June 20. We will have everything prepared and delivered to your home by 5 P. M. on June 24.

Thank you for choosing Amici's Italian Restaurant for your catering needs.

Joe Amici
Owner, Amici's Italian Restaurant

159. What is the purpose of the e-mail?
(A) To reschedule a party
(B) To offer a discount on delivery
(C) To advertise a new restaurant
(D) To finalize the details of an order

160. How many people does Ms. Thomas expect to attend her party?
(A) 5
(B) 10
(C) 20
(D) 30

161. What information does Mr. Amici request?
(A) A decision about delivery
(B) Contact information for Ms. Thomas
(C) The location of the function
(D) Final order confirmation

Questions 186-190 refer to the following letter and e-mails.

Dear Mr. Hudson,

According to our records, you leased a car from us a year ago. With winter fast approaching, you might consider having the vehicle brought in for its regular maintenance inspection. We would recommend that you call or e-mail to schedule a time for you to bring the car to our service center. The car you leased from us has a five-year warranty which includes annual maintenance checks to ensure that the car is running smoothly and any defects are repaired.

You should consider having your car inspected now even if it seems to be working perfectly. Simple equipment adjustments made now can save a great deal of money in repairs and replacements in the long run. Furthermore, you should not wait until the middle of the winter to have your vehicle checked. It may take longer for us to schedule a service because so many others will be making similar appointments.

Linda Anderson

To: landerson@apexcars.com
From: khudson@unitedinsurance.com
Date: November 3
Subject: car inspection

Dear Mr. Anderson,

I received your letter regarding the car inspection. With the exception of routine oil changes, the vehicle has not been looked at since I signed the lease just over a year ago. So now would definitely be a good time to have it serviced. The car does not seem to be running as efficiently as before. I believe the brake pads in particular need to be looked into and possibly replaced. Will you be able to schedule an appointment sometime within the next ten days?

I would also like to look into replacing the all-season tires with some winter tires. Could you please provide a quote for how much this would cost, including installation? Please contact me at 718-555-2369 to confirm a specific time for my appointment.

Thank you
Ken Hudson
Human Resources Director
United Insurance

스파르타캠프 초중급반 RC TEST 2 e-mail

186. What is the purpose of the letter?
(A) To inquire about a warranty claim
(B) To recommend a service
(C) To report inspection results
(D) To confirm an appointment

187. According to Ms. Anderson, why should the inspection be scheduled promptly?
(A) It will be difficult to schedule an inspection later on.
(B) Winter cold can be hard on vehicles.
(C) A manufacturing error has been detected.
(D) Warranty will expire in the middle of the winter.

188. When did the car have its last inspection?
(A) Five years ago
(B) One week ago
(C) One month ago
(D) One year ago

189. What is suggested about Mr. Hudson's vehicle?
(A) It was inspected recently.
(B) It is broken.
(C) It is in perfect condition.
(D) It isn't running as efficiently as before

190. In the e-mail, the phrase "looked at" in paragraph 1, line 2 is closest in meaning to
(A) held onto
(B) examined
(C) purchased
(D) saw inside

Questions 191-195 refer to the following e-mail and schedule.

To: Alexis Marsh <amarsh@senecamed.com>
From: Nicholas Gentry <ngentry@senecamed.com>
Date: October 3
Re: Orientation
Attachment: Orientation Schedule.doc

Dear Alexis,

Welcome to Seneca Medical Sales! We are excited to have someone with your experience in the medical sales industry joining our team. I hope you are feeling comfortable in your new surroundings. I am writing to let you know about our orientation program for new sales representatives. It will be held from October 15 through October 18 at the Innsbrook Training Center. The program starts daily at 8:45 A. M. and ends at 4:45 P. M. Breakfast and lunch will be provided daily free of charge, although attendance at the meals is not mandatory.

I have attached a tentative schedule for the orientation program. Note that one of the activities requires participants to work in a team, and that you have been assigned to Team C. In the next few days, you will receive more information about this and other activities.
I am looking forward to seeing you again. Should you have any questions, feel free to email me or call me at 555-3010, ext 104.

Sincerely,
Nicholas Gentry
Employment Representative
Human Resources

Orientation Schedule
Day and Date

Time	Monday October15	Tuesday October 16	Wednesday October 17	Thursday October 18
08:00–08:45	Breakfast	Breakfast	Breakfast	Breakfast
08:45-09:00	Welcome & Agenda	Review & Agenda	Review & Agenda	Review & Agenda
09:00-10:30	Selling Skills 101	Interviewing Customers	Time and Territory Management Skills	Competitive Account Analysis
10:30-10:45	Break	Break	Break	Break
10:45-12:00	Intro to Healthcare Sales	Building Client Rapport	Closing a Sale	Online Tutorial Session
12:00-13:00	Lunch	Lunch	Lunch	Lunch
13:00-14:45	Sales Presentation Skills	Team A's presentation	Consultative Selling Skills	Team C's presentation
14:45-15:00	Break	Break	Break	Break
15:00-16:45	Team Meeting (Teams A & B) Product line-up (Teams C & D)	Team B's presentation	Team Meeting (Teams A & C) Product line-up (Teams B & D)	Team D's presentation

191. In what department does Ms. Marsh work for?
(A) Advertising
(B) Accounting
(C) Human resources
(D) Sales

192. What is not indicated about Ms. Marsh?
(A) She will relocate for a new job.
(B) She will work for a medical sales company.
(C) She has previous work experience.
(D) She has met Mr. Gentry before.

193. In the e-mail, the word "mandatory" in paragraph 1 line 6 is closest in meaning to
(A) desired
(B) encouraged
(C) required
(D) optional

194. When is she most likely to learn about establishing relationships with clients?
(A) On Monday
(B) On Tuesday
(C) On Wednesday
(D) On Thursday

195. On which date does Ms. Marsh's team give a presentation?
(A) On October 15
(B) On October 16
(C) On October 17
(D) On October 18

Questions 160-162 refer to the following e-mail.

TO	Quest II Product Team
FROM	Justin Vargas, Team Leader
RE	Conference Call
DATE	June 3

Dear Quest II Product team:
The following will be discussed during our June 3 conference call:
- International sales in the past quarter
- Evaluating our marketing strategy
- Identifying potential markets

This call will include all employees working on the Quest II project, including those in our Asia-Pacific, European, and American offices. Due to the time difference, the call will take place for employees in the various regions as follows:

New York 7:00 A.M.
Paris 1:00 P.M.
Beijing 8:00 P.M.

Please be prepared to discuss the topics above.

Regards,
Justin Vargas

160. What is the purpose of the E-mail?
(A) To inform team members of a project deadline
(B) To announce a new team leader
(C) To give information about an upcoming meeting
(D) To request a time change for a conference call

161. What will NOT be discussed during the meeting?
(A) Recent global sales figures
(B) Recruiting new sales staff
(C) Discussing the marketing strategy
(D) Expanding into new areas

162. What is indicated about the meeting?
(A) The meeting will be recorded.
(B) Justin Vargas will be unable to attend the meeting.
(C) The meeting will last three hours.
(D) The participants are in different time zones.

Questions 173-175 refer to the following letter.

Cataluna Olives, Inc.
Calle Primer
28070 Seville
Spain
Raymond Albis
Product Manager

Monterey Gourmet Foods
820 Washington Ave
Monterey, CA 94920
USA
May 10

Dear Mr. Albis:

I am writing to let you know that Cataluna Olives is now exporting our famous Sevillano Olive around the world. The Sevillano is one of the largest green varieties and has a light fruity flavor. Many people like to eat them with a light cheese like feta or goat cheese.

I hope that you are interested in marketing this delicious olive in the United States. Enclosed you will find a jar of Sevillano olives for you to sample. I would also like to invite you to visit us in person so you can see our beautiful olive farm and witness our harvesting and curing methods first hand. I look forward to hearing from you soon.

Regards,
Cristobal Ortega
Cristobal Ortega
Cataluna Olives, Inc.

173. Why does Mr. Ortega write to Mr. Albis?
(A) To request analysis of a product
(B) To offer a discount
(C) To introduce a product
(D) To respond to an order

174. What is enclosed with the letter?
(A) A contract
(B) A sample
(C) A catalog
(D) A picture

175. What is indicated in the letter?
(A) Cataluna Olives has developed a new kind of olive.
(B) Cataluna Olives wants to start growing olives in the United States.
(C) Mr. Albis has been invited to visit the Cataluna Olive farm.
(D) Cataluna Olives also sells cheese.

Questions 176-180 refer to the following letter.

ATI Affordable Travel Inc.
133 Vallarta St
Cancun, Mexico

May 12
Mr. Max Stephenson
44 Lopez Lane
Cancun, Mexico

Dear Mr. Stephenson,

Pursuant to our recent phone conversation, this letter confirms that your flight on May 4th out of Cancun to Orlando, Florida has been canceled. A new reservation for a flight that leaves Cancun on Monday, May 6th at 9:35 A.M. has been made. The flight will land in Orlando at 10:45 A.M. local time. Please note that this is a direct flight and does not stop in Miami like the previous flight did. Please confirm receipt of this new booking within the next 5 days, or the reservation will expire.

Once I receive your approval, I will modify your hotel reservation at the Sunshine State Inn accordingly. Your check-out will remain unchanged for Friday, May 10th. I've also confirmed that your room will be equipped with wireless internet access for your laptop computer. A meeting room has also been reserved for you on May 8th. Unfortunately, the hotel informed us that renovations to the hotel are ongoing and that internet access in guest rooms won't be available on May 7th. During this time, guests will be able to use the internet at a separate terminal in the lobby next to the front desk. If this is an issue, please contact me at 345-9676 or by e-mail at obenitez@ati.com, and I'll make alternate arrangements.

Please get back to me at your earliest convenience if you accept these modifications to your travel schedule. Please accept my sincerest apologies for any inconvenience this may be causing and I thank you in advance for your understanding.

Yours Truly,
Mario Benitez
Affordable Travel Inc.

176. Why did Mr. Benitez write the letter?
(A) Recommend a new resort
(B) Give details of itinerary changes
(C) Inquire about hotel accommodation
(D) Cancel an airplane reservation

177. What is Mr. Stephenson's destination?
(A) Cancun
(B) Mexico City
(C) Miami
(D) Orlando

178. What is scheduled for May 6th at 10:45 A.M.?
(A) A flight arrival
(B) A business meeting
(C) A telephone conference
(D) A flight departure

179. What does Mr. Benitez request that Mr. Stephenson do?
(A) Write to the hotel manager about the internet
(B) Approve the changes to his travel schedule
(C) Choose a different destination
(D) Reschedule the meeting for later

180. What can Mr. Stephenson NOT use on May 7th?
(A) Fax machine
(B) Laptop computer
(C) Internet in his room
(D) A meeting room

Questions 196-200 refer to the following e-mails.

From : Glenn Harris
To : Marie Jackson
Date : Wednesday, September 14, 11:52 AM
Subject: Hospitality and Tourism Conference

Dear Marie,

I'm glad that you have agreed to take my place and attend the annual Hospitality and Tourism Conference next month in Dallas. I really enjoyed the conference last year in Minneapolis and made some new contacts in the industry. I regret not being able to attend this year because some of my overseas clients will be in town that week and I need to meet with them here in the San Francisco Office. I've spoken with our travel department and informed them to change all of the reservations from my name to yours. Your flight will leave San Francisco on Sunday, November 5 at 12:00 P.M. and arrive in Dallas at 2:45 P.M. local time. The flight, rental car and hotel room will be paid in advance by Royal Resorts, Inc. You will also receive a daily allowance to cover the costs of your meals, but you will not be reimbursed until you return. Please be sure to save all of your receipts and submit an expense report when you get back.

The schedule for the conference seminars is as follows,
On Monday from 9:30 A.M. to 12:00 P.M. is International Tourism and from 1:30 P.M. to 4:00 PM is Hospitality Marketing. On Tuesday from 9:30 A.M. to 12:00 P.M. is Food Service Management and from 1:30 P.M. to 4:00 P.M. is Lodging Service.

Have a safe trip and enjoy the seminars!

Glenn

From : Marie Jackson
To : Glenn Harris
Date : Thursday, Nov. 20, 10:18 AM

I just returned from Dallas yesterday and you were absolutely right. I thoroughly enjoyed the conference. It gave me some great ideas that we can try to implement at Royal Resorts and I made some new contacts in the industry. I took notes and summarized each seminar for your reference and they are attached to this email.

By the way, the seminar on Food Service that was scheduled for Tuesday morning was cancelled due to the small number of attendees.

Thank you again for the opportunity to go and please let me know if you want to discuss anything from the conference.

Marie Jackson
Operations

196. Why did Glenn Harris write to Marie Jackson?
(A) To ask her to meet with some international clients
(B) To request that she make travel reservations
(C) To give her the information about a trip
(D) To tell her about changes to the conference schedule

197. What does Glenn Harris imply about the annual conference?
(A) The conference is always held in Dallas.
(B) He has gone to the conference for many years.
(C) The conference is a good place to develop business relationships.
(D) Some clients from overseas will be attending the conference.

198. What will Royal Resorts, Inc. NOT pay for in advance?
(A) Airline flights
(B) Dining expenses
(C) Hotel rooms
(D) Car rentals

199. What seminar was canceled at the conference?
(A) International Tourism
(B) Hospitality Marketing
(C) Food Service Management
(D) Lodging Service

200. For what department does Marie work?
(A) Operations
(B) Sales
(C) Accounts payable
(D) Human Resources

Questions 186-190 refer to the following report and e-mail.

Ultimate Staffing
900 Eagle Rock Boulevard
Los Angeles, CA 90041
Phone 213-755-9008
Fax 213-755-9010
Temporary Employment Agency

Name: Sandra Culver
Ultimate Staffing Representative: Hector Morales
Week Beginning: July 10
Assignment: Sherrington Accounting Services

Day	Date	Start	Finish	Hr / Min
Mon	Jul 10	8:00 A. M.	4:30 P. M.	8 / 30
Tue	Jul 11	8:00 A. M.	4:00 P. M.	7 / 00
Wed	Jul 12	9:00 A. M.	5:30 P. M.	8 / 30
Thu	Jul 13	8:00 A. M.	4:00 P. M.	8 / 00
Fri	Jul 14	8:00 A .M.	4:00 P. M.	8 / 00
TOTAL				**40 / 00**

Signature: *Sandra Culver*
Date: Jul 17

Employees are expected to take an unpaid lunch break of one half hour each day.
Employees must receive approval from their managers at their work assignment if they work overtime. (more than 40 hours per week);
Managers are to e-mail the assigned Ultimate Staffing representative.

To : Sandra Culver (sculver@worldmail.com)
From : Hector Morales(hmorales@ultimatestaffing.com)
CC : Melinda Burgess (mburgess@sheringtonaccounting.com)
Subject : Weekly Time Report
Attach : weeklyreport.doc
Date : July 18

I'm writing concerning the weekly time report you submitted for the hours you worked last week at Sherrington Accounting Services. The report indicates that you worked 40 hours last week, but I received an email from Melinda Burgess approving 3 hours of overtime to assist with a company event on the evening of Jul 12. If this information is correct, I will need you to revise the report to reflect those 3 additional hours and then I would be happy to approve it for you.
I would like to make sure that you are compensated properly.

186. What does the information in the work record suggest about Ms. Culver?
(A) She has half an hour every day for lunch.
(B) She ended work every day at 4 P. M.
(C) She submitted her time report on Friday.
(D) She worked the same number of hours every day.

187. According to the email, for what day did Ms. Culver incorrectly record her work hours?
(A) Monday
(B) Tuesday
(C) Wednesday
(D) Thursday

188. Who most likely is Ms. Burgess?
(A) An Ultimate Staffing Representative
(B) A temporary employee
(C) An employment specialist
(D) A Manager at Sherrington Accounting Services

189. In the email, the word, “reflect” in paragraph 1, line 5, is closest in meaning to,
(A) include
(B) return
(C) copy
(D) consider

190. What does Mr. Morales ask Ms. Culver to do?
(A) Assist with a special event
(B) Accept additional temporary work
(C) Extend her assignment with Ultimate Staffing
(D) Make changes to her time report

Questions 191-195 refer to the following invitation and e-mail.

Quest Laboratories, Inc. cordially invites you to attend the annual **Research and Development Awards Ceremony** to honor outstanding achievement in our research and development departments over the past year.

Where: Lincoln Events Center, Portland, Oregon
When: Wednesday, May 15
Program 7:00 P. M. : Welcome Reception
8:00 P. M.: Presentation of Awards to developers
8:30 P. M.: Presentation of Awards of researchers
9:15 P. M.: Dinner and Musical Entertainment
Awards Recipients
Ms. Gwyneth Hopkins, Director of Product Development, Portland
Dr. Mari Tanaka, Senior Researcher, Tokyo
Dr. Duane Purdue, Senior Researcher, Portland
Dr. Ryo Kobayashi, Senior Researcher, Osaka

Please respond to this invitation by returning this enclosed form by March 30.

To: Teresa Reed
From: Curtis Norwood
Date: March 17 03:28
Re: Awards ceremony gifts

Dear Teresa,
I just placed the order for the awards and am sending you the details, as requested. I ordered a platinum crystal trophy engraved with the company logo, recipient's name, and a personal inscription for the developer award. For the researchers, I ordered three plaques engraved with the company logo, recipient's name, and a personal inscription. The awards come individually wrapped, and they are due to arrive by the end of next week. I am sending over a copy of the order confirmation to your office for your records. As we discussed previously, the developer award will be accompanied with a $1000 bonus check, which will be included in an envelope containing a letter from the company president.

Regards,
Curtis

191. Who will receive a trophy at the ceremony?
(A) Ryo
(B) Gwyneth
(C) Mari
(D) Duane

192. What is suggested about Quest Laboratories?
(A) It will open a new office in Japan.
(B) It will soon merge with another company.
(C) It only has offices in Portland.
(D) It holds an awards ceremony each year.

193. At what time will the plaques be presented at the ceremony?
(A) 7:00
(B) 8:00
(C) 8:30
(D) 9:15

194. In the email, what does Curtis Norwood offer to do?
(A) Provide a copy of the order confirmation
(B) Choose the award presenters
(C) Write the bonus check
(D) Ask the president to write a letter to the award winner

195. What is NOT stated about the gifts?
(A) They will be inscribed for each award winner.
(B) They will be engraved with the company logo.
(C) They will be presented by the company president.
(D) They will be wrapped individually.

Questions 196-200 refer to the following e-mails.

To: Timothy Rinaldi<trinaldi@vistatelecom.net >
From: Courtney Lee<clee2@vistatelecom.net>
Subject: Vista Screen Touch Phones
Date: March 3

Dear Tim,
It has been brought to my attention that several negative reviews have been posted about our new Screen Touch Phones on popular electronics product review web sites. Two of those web sites are www.electronicreviews.com and www.productinfo.com. The complaints seem to be about the battery life of the phones. We need to move quickly to address this problem because the Screen Touch phones are a very important part of this year's marketing campaign. But to adequately address this matter we need more details. Can you have your team do some research for us on these issues? Also, please find out if our customers have any other concerns about the Screen Touch product line. I'd appreciate it if you could get back to me by the end of next week with an initial assessment.
Thanks for your help.

Courtney

To: Courtney Lee<clee2@vistatelecom.net>
From: Timothy Rinaldi <trinaldi@vistatelecom.net>
Subject: Vista Screen Touch Phones
Date: March 9

Dear Courtney,

We've done some research into the problem you mentioned in your e-mail on March 3. We have found that customers indeed are not satisfied with the battery life of the Screen Touch phones compared with other models. The battery seems to be running out in less than two hours of talk time. Fortunately, it seems that the problem is mostly restricted to the ST 750 model. So, you and other managers in product development need to address this problem.

In addition, there seems to be some dissatisfaction among buyers with the Screen Touch ST 1000 model. Customers are not happy with the antenna's signal strength; they are reporting a higher than normal rate of dropped calls. I'll send you a more detailed report of our findings within a week.

There is some good news, however. Our market research indicates that customers are quite satisfied with the price and features of both of these models. So if your teams can solve the problems we have indicated, I think things will be just fine.

Tim

196. Why does Ms. Lee write to Mr. Rinaldi?
(A) To discuss the marketing campaign
(B) To promote the two websites
(C) To ask him to research the complaint
(D) To propose a solution to the problem

197. In what field does Ms. Lee work?
(A) Advertising
(B) Distribution
(C) Customer relations
(D) Product Development

198. What is NOT stated about Vista Telecom?
(A) It also manufactures computer.
(B) Its product is reviewed on two electronics websites.
(C) It researches customers' complaints.
(D) It produces mobile phones.

199. What does Mr. Rinaldi note about the ST 1000 model?
(A) The price that the stores are charging is too high.
(B) The antenna is not as powerful as customers would like.
(C) The customers are disappointed with the features.
(D) The battery life is too short.

200. In the second e-mail, the word "restricted" in paragraph 1, line 4 is closest in meaning to?
(A) reduced
(B) limited
(C) exceptional
(D) confidential

Questions 155–156 refer to the following advertisement.

Blue Ridge Mountain Sports
458 Kensington Avenue
Harrisburg, Pennsylvania

Harrisburg's number one source for hiking gear is relocating to the new Somerset Plaza next month. To prepare for the move, we're offering huge discounts throughout the store. All items will be marked down 20-40% off. Bring in this advertisement to save an additional 5 percent on sale prices.

Hurry in ! Sale ends on May 31st.
Current location : 458 Kensington Avenue
New location : 120 Somerset Plaza, opens June 1st

For directions to our current and new location, visit us online website www.blueridgesports.com or call us at (617)240-2568

155. What is mentioned about Blue Ridge Mountain Sports?
(A) It regularly holds sales.
(B) It is changing locations.
(C) It hosts sporting events.
(D) It is going out of business.

156. What is indicated in the advertisement?
(A) The sale will end before the new store opens.
(B) Blue Ridge Mountain Sports will open several new stores next year.
(C) The five-percent discount will be available only to items that are not on sale.
(D) Many shoppers visit the store on Kensington Avenue.

Questions 162-164 refer to the following brochure.

Experience the Shenandoah Valley with Appalachian Tours

Enjoy the beauty of the state park and charming sight of downtown Shenandoah during a four-hour tour by Appalachian Tours. The 75-acre park features majestic forests, a natural waterfall, giant meadows, and great hiking trails. In the morning, you can explore the park on your own or join a guided tour led by one of our professional guides. At noon, we will visit the historic business district. After a delicious lunch at the famous Valley Diner, the tour concludes with a visit to the farmers' market, which offers a wide assortment of fresh fruits and vegetables.

The tour buses depart at 10:00 A.M. from Shenandoah Station, and return at 2:00 P.M., Friday through Sunday. Tickets are $25 for adults, $15 for students with valid student ID, and $10 for children under the age of 10.

For details and reservations, call Appalachian Tours at 540-619-1877 or visit our web site at www.appalachiantours.com.

Appalachian Tours

162. For whom is the brochure most likely intended?
(A) Local farmers
(B) Tourists
(C) Historians
(D) Teachers

164. How much is a fee for an 8-year-old?
(A) $10
(B) $15
(C) $20
(D) $25

163. According to the brochure, where will people first board the bus?
(A) At Shenandoah Station
(B) At Appalachian Tours' office
(C) At the Valley Diner
(D) At the farmers' market

Questions 157-159 refer to the following advertisement.

Stockyard Building Supply, Inc
Weekend shifts required where indicated.

Loss Prevention Manager
Must have a university degree, good communication, leadership, and people skills. Prefer at least 2 years of loss prevention experience. Basic working knowledge of retail policies and procedures required. Some weekend work is required for this position.

Delivery Driver
Must have a Commercial Driver's License, be able to read maps and follow specific directions and delivery instructions. Must be able to handle and move items weighing up to 30 kg without assistance. Requires availability 7 days a week.

Customer Service Coordinator
Must have at least one year of call center or customer service experience. Associate's degree preferred. Computer knowledge and proficiency required. Weekend work is required.

Administrative Assistants
Must have strong written and verbal communication skills, organizational skills and ability to multi-task. Computer knowledge and proficiency required. Please send resume to: Human resources

Stockyard Building Supply, Inc
655 Bremo Road
Marietta, GA 78240

No Phone calls or e-mails, please.

157. What is a requirement for loss prevention manager position?
(A) Excellent accounting experience
(B) A willingness to work at night
(C) A Degree in communication
(D) Some knowledge of retail procedures

158. What position does NOT involve weekend shifts?
(A) Administrative Assistant
(B) Loss Prevention Manager
(C) Delivery Driver
(D) Customer Service Coordinator

159. How will candidates apply for the positions?
(A) Online
(B) By telephone
(C) By mail
(D) In person

Questions 181-185 refer to the following advertisement and registration form.

HTS Medical Seminars, Inc
1400 Westbury Avenue, Sarasota, Florida 60279
Join fellow doctors from across the country for education seminars in a variety of fields. HTS seminars are led by some of today's top physicians at our Rowland Campus. All courses are accredited by American Council of Continuing Medical Education. Early registration is recommended as attendance is limited to 100 participants per seminar. Register online at www.htsmedseminars.com or call Valerie Bradshaw at 703-479-5500 for more information.

Upcoming seminars

September 3 1:00-4:00 P. M. Emergency Medicine Dr. Walter Canfield, St. Mary's Hospital	September 9 3:00-5:00 P. M. Primary Care and Women's Health Dr. Michelle Leak, St. Joseph's Women's Hospital
September 18 12:00-3:00 P. M. Infectious Diseases Dr. Harold Kumar, Tampa General Hospital	September 22 6:30-9:00 P. M. Pediatric Medicine Dr. John Kang, University of Miami Medical Center

Tuition payments of the following amounts are due pending confirmation of registration.
$130 if registered by August 10
$140 if registered by August 17
$150 if registered by August 24
$175 at seminar(if seats are available)

HTS ONLINE REGISTRATION FORM

Name: Donald Sterling

E-mail: dsterling@stlukestexas.com

Address: 427 Oakmont Street, Houston, Texas 77030

Telephone: 832-640-2900

I am registering for: September 22

Registration submitted on: August 18

Thank you for your registration. You will receive confirmation by E-mail within 24 hours.

181. For whom is the advertisement intended?
(A) Medical Students
(B) Nurses
(C) Facilities Managers
(D) Doctors

182. What is NOT suggested about the seminars?
(A) They are expected to be full.
(B) They must be taken in sequence.
(C) They are led by some of the best physicians.
(D) They will all be held at the Rowland Campus.

183. When will emergency room care be discussed?
(A) September 3
(B) September 9
(C) September 18
(D) September 22

184. How much will Mr. Sterling pay?
(A) $130
(B) $140
(C) $150
(D) $175

185. For what seminar is Mr. Sterling registering?
(A) Pediatric Medicine
(B) Emergency Medicine
(C) Primary Care and Women's Health
(D) Infectious Diseases

Questions 153-154 refer to the following job advertisement.

Looking for Senior Office Administrator

We have an immediate full-time position available at a busy law office in Norfolk. The candidate must be proficient at all clerical and basic accounting procedures. Must be comfortable with multi-tasking and have excellent interpersonal skills. Experience with standard spreadsheet programs is a must.
Hours: 9 A.M. to 5 P.M., Monday – Friday.
We offer a competitive salary plus health benefits and paid vacation.
For more information, please email: charrison@norfolklaw.com.

153. What type of business placed this advertisement?
(A) A telephone company
(B) An accounting firm
(C) A computer store
(D) A law firm

154. What is NOT indicated about the position?
(A) It requires working on the computer.
(B) It is full-time.
(C) It requires working on the weekend.
(D) It includes benefits.

Questions 153-154 refer to the following advertisement.

Now Open
Pedro's Cantina
755 Lincoln Avenue
Columbia, South Carolina
Phone : (571) 288-3219

Come enjoy authentic Mexican cuisine and the best Margaritas in town!
On Friday and Saturday nights, we have live mariachi music from 8 P.M. until closing.

Business Hours
Tuesday-Thursday: 11:00 A.M. – 10:00 P.M.
Friday and Saturday: 11:00 A.M. – 12:00 A.M.
Sunday: 12:00 P.M. – 9:00 P.M.

153. What is the announcement about?
(A) A trip to Mexico
(B) Dishes that are being sold at a discount
(C) A restaurant opening for business
(D) Changes to a schedule

154. What is suggested about Pedro's Cantina?
(A) It is closed on Mondays.
(B) It has locations throughout South Carolina.
(C) It features live music daily.
(D) It has a large kitchen staff.

Questions 157-159 refer to the following advertisement.

Tailor Made Fitness
Get fit with a custom package from Tailor Made Fitness
Design your own Fitness program

This package is intended for people who wish to create a customized fitness program around their personal schedule, fitness goals, and preferences. Not only do you get to choose the options and specialized services that meet your needs, but you even get to select an affordable payment schedule that suits your budget. Also, those who are too busy traveling for work to join a gym can take advantage of our nationwide network of 76 fitness centers.

We believe that being your best involves much more than just looking good; it's about feeling good. It's about tailoring an exercise program to your needs to help you reach your personal goals. If you sign up before September 1st, you'll receive a 15% discount off your first year membership. So register today by calling 323-5674.

157. What is the purpose of the advertisement?
(A) To promote a fitness center
(B) To recruit personal fitness instructors
(C) To announce a sports competition
(D) To publicize a self-improvement magazine

158. What information is not provided in the advertisement?
(A) How to register
(B) How the program is designed
(C) What the monthly payment is
(D) When the offer expires

159. What will happen after September 1st?
(A) A more flexible exercise program will start.
(B) New applicants will no longer receive a special discount.
(C) A flexible payment plan will become available.
(D) The price of the membership will be reduced.

Questions 169-172 refer to the following advertisement.

Office Décor Inc.

2001 McGill St.
Montreal, Quebec H3A 1G1
(514) 849-6000

If you're considering an upgrade to the decor of your office space at an affordable price, Office Décor Inc. is exactly what you're looking for. We specialize in offices of all sizes and will customize the décor according to the image you wish to portray. At Office Décor Inc., we have our own in-house design team that will walk you through all the different options; this gives our customers a diverse selection of designs from which to choose. Customers who occupy over 2,000 square feet receive free floral arrangements for your lobby in the spring and summer. Imagine yourself in an upscale, professional office atmosphere that will motivate your employees and impress your clients. Call Office Décor Inc. today for a free consultation.

169. What is being advertised?
(A) An office interior design service
(B) A home-landscaping businesses
(C) A course in floral design
(D) A book on interior design

170. What does Office Décor Inc. NOT advertise in the notice?
(A) A wide choice of design options
(B) Free consultation for new customers
(C) Shipment of imported flowers
(D) An in-house design team

171. In the advertisement, the word 'considering' in paragraph 1, line 1 is closest in meaning to
(A) working on
(B) regarding
(C) recognizing
(D) thinking about

172. What special offer is mentioned?
(A) Second office for 25% off
(B) Discounted office furniture
(C) Free flower arrangement
(D) Wallpaper at half price

Questions 173–175 refer to the following job posting.

First Vision Bank

Posting Date: May 21
Position Type: Branch Manager
Contact: First Vision Bank Website
Location: Tampa, FL, USA

Employer
First Vision Bank is one of the largest banks on the east coast with 1,425 branches in 11 states and employs over 25,000 people. In Florida alone, there are 470 branches. On March 11th, First Vision Bank was named the best employer in the Southeastern Region by the Sunshine Times of South Florida. We provide a competitive salary and benefits, and excellent opportunities for career growth.

Responsibilities and Requirements
Duties will include managing and evaluating branch staff. Also responsible for efficient and effective consumer banking sales, service, and relationship management of our customers. The successful candidate will possess excellent organizational and communication skills and a strong knowledge of bank products and services. Previous managerial experience desired.

To be considered for this position, interested individuals must apply online at www.firstvisionbank.com by July 31. Interviews will be conducted the week of August 20th.

173. What is suggested about the Tampa branch of First Vision Bank?
(A) It needs to fill a part-time job.
(B) It has an entry-level job opportunity.
(C) It is the bank's largest branch.
(D) It is a good place to work.

174. When was the job advertised?
(A) March 11
(B) May 21
(C) July 31
(D) August 20

175. What is NOT a stated responsibility of the position?
(A) Negotiating interest rates on loans
(B) Evaluating performance appraisals
(C) Providing customer service to clients
(D) Selling bank services

Questions 160-161 refer to the following memo.

MEMO

To: Music Teachers
From: Principal Caldwell
Date: April 27
Subject: Change of classrooms

Because the regional principal's conference has been moved from Hermitage High School to our school on short notice, the auditorium will be unavailable during the second week of May. If you had planned for your band or chorus class to use the auditorium during this time, Ms. Willis will assist you in finding an alternative room. There are a few empty classrooms on the second floor that are available.

If you have a larger class and need more space, Ms. Willis is in the process of working out an arrangement with the gym teachers to use the gym since the physical education classes can meet outdoors. Details will follow shortly.

160. What is the purpose of the memo?
(A) To announce a conference at Hermitage High School
(B) To describe a change in the auditorium availability
(C) To invite staff to a chorus concert
(D) To introduce a new gym teacher

161. What is the course of action suggested in the memo?
(A) Exercising outdoors
(B) Rescheduling the principal's meeting
(C) Booking the auditorium
(D) Contacting Ms. Willis

Questions 168-171 refer to the following memo.

Fallon Communications
To: All staff
From: Carl Fallon
Date: May 25
Re: June 10-14

Congratulations for making Fallon Communications' fourth year in Australia such a tremendous success. In honor of all you have done, we have scheduled an Employee Appreciation Week for next month. Throughout the week, the management team will be sponsoring various events in appreciation for your hard work and continued contributions to the success of Fallon Communications. Listed below are the activities that will be taking place.

DATE	EVENT	LOCATION	TIME
Monday, June 10	Departmental activities	(Determined separately by each department)	11 AM to 3 PM
Tuesday, June 11	Office Challenge Games	Greenfield Park	1 PM to 4 PM
Wednesday, June 12	Outdoor music concert	Hampshire Amphitheater	5 PM to 8 PM
Thursday, June 13	Volleyball game	Greenfield Park	2 PM to 4 PM
Friday, June 14	Awards ceremony & Banquet lunch	Hampshire Commons	12:00 PM to 2:30 PM

My assistant, Delores Barton will be organizing the concert and the banquet lunch. Please e-mail her by June 7 to let her know if you will be in attendance. Note that there will be a picnic during the outdoor concert.

If you would like to participate in the volleyball game, please call Harold Campbell at extension 487 to sign up. Even if you do not wish to participate in the volleyball game, we invite you to come out and cheer for the teams.

I encourage all of you to take part in the week's activities and enjoy the time with your colleagues. You've earned it!

Carl Fallon, President
Fallon Communications Australia

168. Why was the memo written?
(A) To recruit the musician for performance
(B) To inform staff of schedule conflict
(C) To introduce a new international office
(D) To announce a special series of events

169. How are staff members asked to contact Ms. Barton?
(A) By sending an e-mail
(B) By visiting her office
(C) By mailing a form
(D) By placing a telephone call

170. When is the picnic?
(A) On Tuesday
(B) On Wednesday
(C) On Thursday
(D) On Friday

171. What event will take place on June 14?
(A) A volleyball game
(B) A music concert
(C) Award ceremony
(D) Office Challenge Games

Questions 162-164 refer to the following memo.

TO: All employees
FROM: Brian Lawton IDD Manager
DATE: March, 17

In mid-April, Internal Development Department (IDD) will offer a seminar entitled Successful Selling. This session is designed to provide you with the necessary tools you need to deliver compelling and effective sales pitches and proposals. In addition, the seminar will offer tips reducing the stress involved in delivering a speech or presentation.
The workshop will be held on Friday, April 14th, from 9:00 A. M -11:45 A. M., in Conference Room #2 of State Street office building. The presenter will be New York based John LaFontaine, who has given more than 500 seminars and workshops across North America over his prestigious 15-year career. His seminars are always well attended, in part because of his remarkable ability to explain complicated topics in a simple and entertaining way. Those who have experienced any of his previous lectures delivered to our company will vouch for the quality of his presentations. To register for this seminar, please contact Ryan Callahan at extension 4611, or send him an e-mail at rcallahan@mbsc.com no later than April 10th.
This seminar is part of an ongoing series of IDD sales training workshops. Previous seminars covered such topics as efficient internet-searching techniques, time management proficiency, and group-communication skills. Topics that IDD plans to feature in the months to come will include effective phone communication, productive leadership, and successful negotiation skills.

162. What is the purpose of the memo?
(A) To inform employees of a deadline for a project
(B) To publicize an educational session
(C) To ask for volunteers to give a presentation
(D) To introduce a new employee

163. What is indicated about John LaFontaine?
(A) He will be visiting the company for the first time.
(B) He conducts workshops in his New York office.
(C) He has traveled to foreign countries on business.
(D) He is an experienced presenter.

164. What is NOT a topic discussed at previous seminars?
(A) How to successfully negotiate
(B) How to search the internet
(C) How to communicate in a group
(D) How to manage your time

Questions 155-156 refer to the following memo.

Memorandum

To: All Staff
From: Management
Date: May 5

It's that time of year again, everyone! McNally Corporation is pleased to announce the details of this year's family picnic. We are thankful that Charlie Fields in Human Resources has volunteered to coordinate this year's gathering, which will be held on Saturday, July 10 at Cheswick Park. Henry Wright from Marketing has agreed to bring his guitar and provide the musical entertainment. In case of inclement weather, the picnic will be rescheduled for one week later.
We also need some volunteers to help with setting up and cleaning up. If you are willing to lend a hand, please contact Paul Fox at extension 419. Further details will be coming soon.

155. What is being organized?
(A) A concert
(B) A seminar
(C) A recruiting affair
(D) A social event

156. What alternative plan is mentioned?
(A) Charlie Fields will host the event at his home.
(B) The event will be held at McNally Corporation headquarters.
(C) The event will take place on Saturday.
(D) The event will be delayed until later in the day.

Questions 176–180 refer to the following memo.

Internal Office Memo

To : Research and Development Employees
From : Ronald Simpson, Vice President
Date : January 28

TDC Medicare will once again be a sponsor at the annual health conference in Berlin, which will be held from February 23 to 25. The purpose of this e-mail is to recruit volunteers for our company's information booth.

Please note that any employee who volunteers at the booth will be expected to answer some highly technical questions. As a result, we want to ensure that at least one member of our Research and Development department is present at all times. Participation of those of you who were involved in the deployment of our newer medical software is especially encouraged. This is a great opportunity for all employees to learn more about the company's work in different areas. If interested, please contact Ms. Angela Walsh by February 2. All airfare, accommodation and conference expenses will be covered.

All selected volunteers will attend a mandatory meeting next month to learn how to promote the following products and services, which will be featured at our booth.

- Online patient record tracking
- Electronic specialists referrals
- Drug research abstracts
- Quick diagnostic check tools
- Electronic prescription software

One issue that we wish to emphasize is our intent to begin publishing fewer hard copies of our print-based materials. This will allow TDC to concentrate on evolving into a leader in publishing the information online. We want to stress that this goal is communicated clearly to anyone who visits our booth.

176. For whom is the memo intended?
(A) Employees from a specific department
(B) Members of a professional association
(C) Presenters at an upcoming conference
(D) Employees who recently joined the company

177. What is required of the individuals who will contact Ms. Walsh?
(A) They must possess hard copies of the company's material.
(B) They must have experience selling products.
(C) They must participate in a special training session.
(D) They must have previously staffed the company's booths.

178. The word "covered" in paragraph 2, line 6 is closest in meaning to
(A) placed
(B) calculated
(C) charged
(D) paid

179. What is NOT mentioned as a part of participating in the convention?
(A) Increasing knowledge about the company
(B) Attending a training session
(C) Attending a free luncheon
(D)Traveling to another city

180. What is indicated as a company goal?
(A) Promoting products at more trade shows
(B) Focusing on electronic publications
(C) Diversifying its customer base
(D) Increasing its sales staff

Questions 153-154 refer to the following business card.

Draper & Wells
Attorneys at Law
Paula McMichael
Senior Attorney, Toronto Office

Specializing in Labor and Employment Litigation
We help our clients keep 525 Village Center Place
their workforce and their Toronto, Ontario
businesses running smoothly. Tel (905) 360-1500

153. Who most likely is Ms. McMichael?
(A) A lawyer
(B) An accountant
(C) A travel agent
(D) A real estate agent

154. What is indicated about Ms. McMichael?
(A) She practices criminal law.
(B) She works in Ontario.
(C) She can be reached by e-mail.
(D) She is a partner at the law firm.

Questions 157-158 refer to the following notice.

Nice Room in Spacious Loft

Looking for a new roommate for 2 bedroom loft starting on January 1st. The location is great and very convenient, only a short walk to subway lines 2 and 5. The interior is quite charming with large windows and high ceilings. Loft includes a sizeable kitchen, living room, and 2 full bathrooms. Trash collection and water are included in monthly rent; all other utilities are split evenly. There is no parking included, but there is a garage across the street that offers monthly rental. For more information, call 840-619-1091.

157. What is the purpose of the notice?
(A) Notify residents of an increase in utility fees
(B) Advertise a room for rent
(C) Announce a new subway line
(D) Recruit a manager for an apartment building

158. What is included in the notice?
(A) All utilities are included in the rent.
(B) Residents must share a bathroom.
(C) It is close to the subway.
(D) Onsite parking is available.

Questions 165-168 refer to the following information.

James River Landing Condominiums

The James River Landing Condominiums combine an authentic urban environment with the natural amenities of the James River. With both city and river views to choose from, it's the perfect blend of work and leisure, located just 3 minutes from downtown Richmond.

You can be one of the first to buy one of these luxurious condominiums. Standard features include granite countertops, stainless steel appliances, hardwood floors, and two reserved parking places in the onsite parking garage. There will also be a fitness center that will be completed this fall.

Please join us for our first open houses on August 7th and 8th. We also invite you to join us for our grand opening party on August 9th which will include hors d'oeuvres, wine, and tours of the different floor plans. All attendees will also be entered into a drawing with a chance to win gift certificates to downtown restaurants and attractions. Anyone who signs a contract by August 31st will receive $2,000 towards closing costs.

For more information, please visit our website at www.jamesriverlanding.com

165. What is suggested about the James River Landing Condominiums?
(A) They were recently constructed.
(B) They are inexpensive.
(C) They are for rent.
(D) There is a waiting list.

166. What is NOT currently available at the James River Landing Condominiums?
(A) Onsite parking
(B) Stainless steel appliances
(C) Hardwood floors
(D) Fitness center

167. When will the opening party be held?
(A) August 7th
(B) August 8th
(C) August 9th
(D) August 31st

168. What is offered to people who sign a contract by the end of August?
(A) A free upgrade
(B) Money towards closing costs
(C) A gift certificate
(D) A discount on the sales price

Questions 173-175 refer to the following notice.

Toronto Central Bank

To open a standard checking account with Toronto Central Bank, an applicant must
- be a resident of Canada;
- provide proof of residence with a credit card statement, mortgage document, or utility bill that clearly shows the applicant's mailing address; and
- verify identification with a passport or government issued ID.

Some of the services provided for a standard checking account include:
- Instant cash ATM card: access cash at thousands of cash machines across North America;
- Free online banking: view your account, pay bills, and transfer money all from the comfort of your home
- #1 ranked customer service: benefit from our industry-leading service department online or by telephone 24 hours a day, 365 days a year;
- Free savings account: customers with average monthly balance of $1000 or higher will have access to a savings account at no additional charge.

173. For whom was the notice written?
(A) Government employees
(B) Applicants for a cashier position
(C) Potential bank customers
(D) Credit card companies

174. What is a requirement for opening an account?
(A) A balance transfer from another bank
(B) A minimum balance of $1000
(C) A phone call to customer service
(D) A document confirming identification

175. According to the notice, what is offered with an account?
(A) Free financial consultation
(B) A free safety deposit box
(C) A discount on credit card rates
(D) Online bill payment

Questions 157–159 refer to the following notice.

Wytheville Public Library

We've moved!
Come visit our new location:
595 Richmond Street
Wytheville, VA
(Next to Wytheville Central Bank)

Hours of operation:
Monday-Thursday 9:00 A.M. – 9:00 P.M.
Friday 10:00 A.M. - 6:00 P.M.
Saturday 10:00 A.M. – 4:00 P.M.
Sunday 12:00 – 6:00 P.M.
(Closed for all national holidays)

All reading and audio materials can be borrowed for up to 2 weeks. DVDs can be borrowed for a maximum of 1 week. The late penalty of $.50 per day will be charged for all overdue books.
A penalty of $1.50 will be assessed for any overdue audio or video selections. Newspapers and references may not be removed from the library at anytime.

157. What in not mentioned in this notice?
(A) It is open only to registered users.
(B) It is open 7 days per week.
(C) It has been relocated recently.
(D) It is close to the bank.

158. What time does the library close on Thursday?
(A) 4:00 P.M.
(B) 6:00 P.M.
(C) 9:00 P.M.
(D) 10:00 P.M.

159. What is the late fee for overdue audio material?
(A) $0.25
(B) $0.50
(C) $1.00
(D) $1.50

Questions 172-175 refer to the following article.

Workplace Etiquette Essentials

In David Tanner's book, Office Etiquette Do's and Don'ts, Tanner offers great advice on how individuals can avoid conflicts in the workplace by following some simple guidelines. Mr. Tanner argues that many employees hinder their future and eliminate themselves from promotion considerations because of their inability to manage their office behavior effectively.

For instance, whenever you have issues in the workplace, you're better off thinking through your words before you voice complaints, thoughts, or suggestions. Assess the situation carefully. Strategize and assess your gains and losses. If the gains outweigh the losses, proceed in a professional and polite manner. In the instance you do find yourself in a workplace conflict, be sure to protect yourself with thorough documentation. A smart employee will document issues that relate to self-preservation and protection of job security.

Mr. Tanner is a workplace psychologist and bestselling author who has won numerous awards for his research and writings on workplace issues. Two of his earlier books have sold more than one million copies worldwide. 'Office Etiquette Do's and Don'ts' has already sold 20,000 copies since being released by Bramberton Press only five months ago. It is available in bookstores and from the company's website, www.brambertonpress.com.

172. What does the article primarily discuss?
(A) A brochure about solving problems among employees
(B) A publication about how to avoid being laid off
(C) A report about company's employee-training program
(D) A book about appropriate behavior for employees

173. According to the article, what does Mr. Tanner recommend to an employee who has a dispute at work?
(A) The employee should keep detailed records in writing.
(B) The employee should complain to their boss.
(C) The employee should call security.
(D) The employee should file a lawsuit.

174. What does the article suggest about Mr. Tanner?
(A) He owns Bramberton Press.
(B) He is a very a successful psychologist.
(C) He represents employees in lawsuits.
(D) He wrote his latest book in five months.

175. What kind of business does Bramberton Press specializes in?
(A) Job training
(B) Occupational research
(C) Book publishing
(D) Web design

Questions 171-172 refer to the following article.

London Report on Business November 17

Publication acknowledges Henman Financial

Henman Financial has been featured in the popular weekly publication UK Commerce as one of the highest grossing financial service firms in Europe. President and CEO Andrew Henman had worked as an Executive VP at Euro Alliance in Munich before launching his own firm over twelve years ago. After achieving record profits at Euro Alliance, he decided to start his own business in his native city of London. Since that time, his firm has expanded into an international conglomerate with services offered in almost every major market across Europe and Asia, including Barcelona, Zurich & Tokyo. Mr. Henman is also planning to open an office in North America in the coming months. As London Report on Business reported last week, that office will likely be located in New York City. UK Commerce also discussed that Henman Financial's key to success has been to retain its employees and reduce turnover, which keeps their customers happy and has resulted in revenue levels that easily surpass the competition.

171. What is suggested about Henman Financial?
(A) Its founder was dissatisfied with customer service.
(B) Its main office is near that of Euro Alliance.
(C) Its focus on keeping employees has been a factor in its success.
(D) It received an award from London Report on Business.

172. Where does Henman Financial NOT currently have offices?
(A) In Barcelona
(B) In Tokyo
(C) In Zurich
(D) In New York

Questions 162-164 refer to the following article.

Upcoming Restaurant Opening

By Ben Maxwell – Fairmount Daily Telegraph Contributor

FAIRMOUNT – Luigi's Kitchen will be open for business on Thursday, May 1st. Luigi's is another welcome addition to the many fine dining establishments located in Fairmount's waterfront district. Head Chef Luigi San Gregorio says, "Luigi's specializes in fine Italian cuisine derived from his native upbringing in Rome. This delicious yet fairly common cuisine will be prepared to the highest possible standards using the finest ingredients. Customers can expect the freshest pasta, meats and seasonal vegetables. Our goal is to complete customer satisfaction and to ensure that they return over and over again."

San Gregorio, formerly head chef at Chez Mario's, began making a plan to open his own restaurant in Fairmount over two years ago. He evaluated several locations around the area but was set on the waterfront district. He ended up leasing space in the former garment warehouse building and helped pay for the renovations. San Gregorio added, "I worked closely with special architects and city planners to ensure that most of the original structure was preserved and in line with current city zoning laws. We wanted to respect the rich history of this area."

Luigi's is spectacular inside and out. It remains to be seen whether the food is as appealing as the décor. Luigi's Kitchen will be open Tuesday through Sunday for lunch and dinner. The menu offers a wide selection of pricing options with the average price of a dinner being comparable to most restaurants in the waterfront district.

162. What is the purpose of the article?
(A) To advertise a property for lease
(B) To recruit staff for a restaurant
(C) To review a certain type of food
(D) To publicize the opening of a new restaurant

163. What is not mentioned about Luigi's Kitchen?
(A) It is located in a renovated building.
(B) Its food is competitively priced.
(C) It is owned by Chez Mario's.
(D) It is near several other restaurants.

164. What is suggested about Maxwell?
(A) He specializes in building renovations.
(B) He has spoken with San Gregorio.
(C) He is a waiter.
(D) He enjoys Italian cuisine.

Questions 181-185 refer to the following article and e-mail.

Law Society Weekly
April 14
Who's on the move?

On April 1st, Jonathan Lambert was formally named a partner in the Los Angeles based law firm, Mintz, Cohn, and Fish. He has been the head of the Criminal Defense Department there for the past 10 years.
Mr. Lambert has attributed much of his success to the valuable mentors he has worked under in his legal career. After completing his law degree at Weaver College, he worked as a judicial clerk for the honorable Randall Johnson in San Francisco. He then joined the Sacramento District Attorney's office as an assistant prosecutor. He began his defense career at Mintz, Cohn, and Fish 15 years ago.

To: Jonathan Lambert (jlambert@mintzcohnfish.com)
From: Gregory Nesbit (gnesbit@bishopryan.com)
Date: April 15
Subject: Congratulations!

Dear Jonathan,
I read about you in this week's Law Society Weekly. Congratulations on becoming partner! I heard that your firm is defending former Mayor Stevens on the embezzlement case. I'm sure you're busy with that. I was wondering if you ever run into our former colleague, Vicky Strauss, who now works in the Magistrate's office.
It seems like such a long time ago since we all clerked together for Judge Johnson. By the way, I'm going to be in Los Angeles in June so if you have time, it would be great to get together and catch up.

Take care.
Greg

181. What is the article mainly about?
(A) A mentorship program
(B) A law school review
(C) A recent promotion
(D) A trend in criminal defense tactics

182. According to the article, what has not been one of Mr. Lambert's jobs?
(A) A law professor
(B) A judicial clerk
(C) A criminal defense attorney
(D) An assistant prosecutor

183. What is not indicated about Mintz, Cohn, and Fish?
(A) It is based in Los Angeles.
(B) It has a criminal defense department.
(C) It is opening a new office in Sacramento.
(D) It is representing a former government official.

184. What does Mr. Nesbit indicate about Ms. Strauss?
(A) She used to work for Judge Johnson.
(B) She lives in San Francisco.
(C) She was recently hired by Mintz, Cohn, and Fish.
(D) She works as a criminal defense attorney.

185. Where did Mr. Nesbit and Mr. Lambert work together?
(A) In Weaver
(B) In Sacramento
(C) In San Francisco
(D) In Los Angeles